

Fall 2016 Newsletter

.....
[Expanded video library](#)

[Case study:](#)

[Woodhaven Family Medicine](#)

[Employee spotlight](#)

[Expanded PM and RCM](#)

[Immunization Registry update](#)

[Practice Marketing](#)

[Medicaid Incentive Program](#)

[EPCS solution](#)

[Public Health Reporting](#)
.....



Expanding our video library

We have expanded our Care360 video library and are excited to announce that several new feature demo videos are now available and can be found in Care360 (Help > Online Training). Just click on the video icon to view our new training videos. Whether you have new staff joining your practice, or just need to brush up on Care360 functionality, our **new training videos** are sure to do the trick!



Taking risk-evaluation paperless

There are two new risk-evaluation questionnaires that can be accessed when documenting a patient visit within Care360 Electronic Health Record (EHR).

- Fall Risk Assessment is a tool used to identify persons at the highest risk for falls. All 10 Yes/No questions must be answered in order to generate a total score.
- Patient Health Questionnaire (PHQ-9) is a multipurpose instrument for screening, diagnosing, and measuring the severity of depression. It presents 10 questions dealing with depression symptoms, with each question containing four possible answers, each with an assigned point value. All questions must be answered in order to generate a total score.

Case study: Woodhaven Family Medicine

Woodhaven Family Medicine demonstrates meaningful use with Care360 EHR

Laurie Ohayon is the office manager for Dr. Richard Cohen and Woodhaven Family Medicine in Bensalem, Pennsylvania. For 32 years she has worked at the practice, located just north of Philadelphia and affiliated with Pinnacle Physicians Group. Woodhaven Family Medicine has seven employees, and sees 40 patients a day, many of whom are Medicare or Medicaid patients.



Laurie Ohayon

Challenge

Using EHR technology in a meaningful manner, such as electronic prescribing, can improve the quality of care, better engage patients, improve care coordination, and ensure the privacy and security of personal health information. Dr. Cohen's office needed to adopt an EHR to ensure documentation of the full clinical encounter while helping it to qualify for meaningful use incentives and avoid Medicare penalties.

“The regulations were coming fast and furious,” said Ohayon. “Knowing we needed to understand and participate in Meaningful Use compelled us to act quickly to find the right software.”

Solution

Woodhaven Family Medicine was already using Lab Ordering and Results from Quest Diagnostics® and had begun using its Care360 ePrescribing solution. Ohayon said success with these two products made it easy to add the EHR.

“We were happy with ePrescribing, so it was natural for us to choose to implement the Care360 EHR,” she said.

Case study: Woodhaven Family Medicine



“The process of EHR implementation went very well—our employees embraced the system and we were able to meet the criteria the first time we applied for Meaningful Use,” said Ohayon. “The software helped us accomplish this, and the support we received was appreciated. In the beginning we would call Care360 often for assistance, and their team would guide us through the best way to capture our data, or explain how to run the reports that were required. As time went on, we needed access to even more data, and the fact that so much of it was available through the Care360 EHR made things that much easier.”

Outcome

Since 2011, the practice has used the data collected from its EHR to attest to Meaningful Use. The practice was able to easily transition from paper charts to electronic records in a short period of time. Ohayon said the EHR solution has the added benefit of helping them manage office responsibilities and conduct outreach to those patients who have not seen Dr. Cohen in a while.

“I think the greatest benefit this solution has brought to the practice is that we can manage patients who are not coming in,” she said. “I can task one of the other office staff members through the EHR, and they will then reach out to the patient for follow up.”

When the practice was becoming a Patient-Centered Medical Home (PCMH), not only was its model for patient care evolving, but there was also the need to provide additional documentation for its Clinical Quality Measures.

“Becoming a PCMH took things to a whole new level,” said Ohayon. “But our Care360 EHR support helped us with our needs, and the process went smoothly.”

Woodhaven Family Medicine has applied for Track 1 of Comprehensive Primary Care Plus (CPC+), a national advanced PCMH model that aims to strengthen primary care through a regionally-based, multi-payer payment reform and care delivery transformation.

“Not all EHR’s can provide practices with the information they need for CPC+,” said Ohayon, “but Care360 is able to validate that it can supply our practice with the data we need.”

Achieving PCMH recognition also helped the practice prepare for participation in an Accountable Care Organization (ACO), requiring it to submit even more reporting data to demonstrate that it has met the quality-performance standards required.



Dr. Richard Cohen

Woodhaven Family Medicine is affiliated with the Delaware Valley Accountable Care Organization (DVACO), which includes more than 670 primary care physicians. Woodhaven Family Medicine has been using Care360 Direct Exchange, allowing it to securely communicate with healthcare providers both inside and outside of Care360 who are in the large DirectTrust accredited network. This helps meet the data sharing needs of care coordination, transitions of care and patient engagement, as well as Meaningful Use Objective 5: Health Information Exchange.

“Having the Care360 EHR in place helps us move forward every day with new features to meet ever-evolving reporting requirements,” said Ohayon. “It has made office workflow and patient communications that much easier.”

Our Care360 team would like to thank Laurie Ohayon and Dr. Cohen at Woodhaven Family Medicine for sharing their story with us.

In the Care360 spotlight

Bill Jones

Working the “normal shift”



Bill Jones has been on the night shift for so long that working midnight to 8:30 AM has become completely natural to him. “I have been working the night shift for 22 years and consider it the normal shift,” he explains. “My body is fully accustomed to sleeping during daylight hours.”

Bill, a Group Lead in our lab in Irving, Texas, says that, like many others in the field, the daily opportunity to provide quality test results is a big motivator. “Behind every blood sample we touch is a patient in need of our service,” he says.

Maintaining a good work/life balance is always a challenge, especially when his wife also works nontraditional hours. Bill sometimes struggles with the lack of social time with others. He has to remind himself that “work will always be there and special occasions with family and friends can’t be missed.”

A Pittsburgh Steelers fan, Bill got started in healthcare while in the U.S. Army and then received a degree in medical technology at the University of Texas at El Paso.

Today, he focuses on paying it forward by helping younger professionals develop their skills. “I enjoy sharing my knowledge just as I was mentored early during my career,” he adds.

What's New

Expanded PM and RCM
Immunization Registry update
Practice Marketing
Medicaid Incentive Program
EPCS solution
Public Health Reporting

Care360 expands PM and RCM: New solutions to meet your needs

Our Care360 portfolio continues to grow with the addition of expanded practice management (PM) and revenue cycle management (RCM) solutions.

Care360 PM supports your end-to-end practice workflow, and Care360 RCM allows you to completely outsource your medical billing to a team of professionals who are well-versed in billing rules, industry mandates, and payer requirements.

Our expanded, dynamic solutions provide additional specialty options, and support the needs of federally-qualified and rural health centers. We offer various packages to fit your unique practice needs.

To learn more about Care360 Practice Management and Revenue Cycle Management, call [1.888.835.3409](tel:1.888.835.3409) or [click here](#).

Immunization Registry update

As part of our ongoing commitment to enhancing Care360 to support your evolving needs, we have developed additional immunization registry interfaces. If you are a provider who administers immunizations, please [visit our website](#) to view available Care360 immunization registries and find additional guidance on immunization reporting requirements to meet meaningful use^a regulations.

If you have questions about the process, or about immunization interface availability to meet your specific needs, please contact Care360 Support at [1.800.697.9302](tel:1.800.697.9302).

^a Meaningful use is using certified electronic health record (EHR) technology to: Improve quality, safety, and efficiency, and to reduce health disparities. It also means engaging patients and family and improving care coordination and population and public health, as well as protecting patient privacy and maintaining the security of patient health information.
(Source: HealthIT.gov)

Introducing Care360 Practice Marketing

Attract new patients. Better connect with existing patients.

Introducing Care360 Practice Marketing, the tool that makes it easy for your practice to shine online and connect with patients.

Did you know that 77% of patients search online before making an appointment with a medical provider? Ensure that your practice gets found quickly. Care360 Practice Marketing updates location data and instantly syncs it on dozens of search engines, mobile apps, and ad platforms to produce higher-ranking search results, helping you get noticed faster on sites like Google and Yelp.

Boost online presence and attract new patients with:

- Professional web presence
- Tools to update your name, location, and office hours
- Prominent listings on all the top search engines
- Online scheduling
- Online registration forms

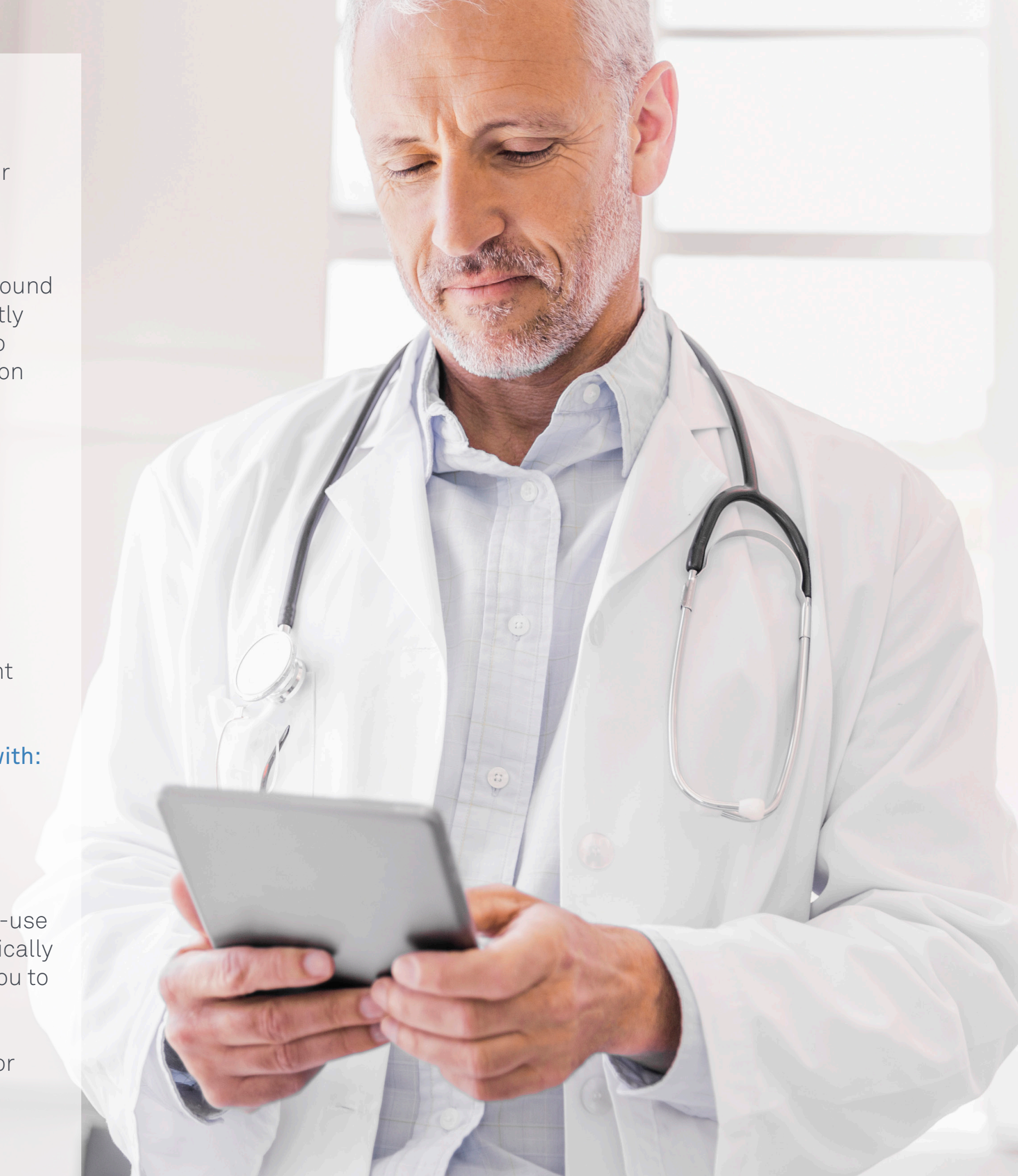
Promote your positive patient reviews through our patient-engagement platform, which helps you receive post-visit feedback from patients.

Easily connect with the patients you have and reduce manual work with:

- Automated appointment reminders
- Notifications when you're running behind schedule
- Patient broadcasts to communicate office closures, inclement weather, etc.

View everything from referrals to appointment requests in our easy-to-use Practice Analytics dashboard. This marketing tool also syncs automatically with your electronic health record (EHR) and billing system, allowing you to work better, faster.

Learn more about this new fee-based offering by [filling out this form](#) or calling [1.888.835.3409](tel:1.888.835.3409).





Final year to participate in the Medicaid Electronic Health Record (EHR) Incentive Program

This is the final year for an eligible professional to begin participating in the Medicaid Incentive Program. First-year participants can collect \$21,250 for adopting, implementing, upgrading, or using an EHR. To learn more about the Medicaid Incentive Program, [view this PDF from CMS](#).

To learn more about the CMS Incentive Programs, view education materials, or register for the programs and attest, please [visit the CMS website](#). To learn more about how Care360 EHR can help your practice achieve its goals, call us at [1.888.835.3409](tel:1.888.835.3409) or visit Care360.com.

Electronic Prescribing for Controlled Substances (EPCS) solution now available

Care360 now offers a certified EPCS solution that has the potential to reduce medication errors, prescription theft and forgery.

Just follow these steps:

- Enroll in Care360 EPCS by visiting the [EPCS enrollment page](#)
- Visit [eLearning within Care360](#) to learn more
- Purchase your hardware one-time password (OTP) token(s) from [Exostar](#)
- Complete the identity proofing requirements
- Register Care360 version 2015.1 with your specific state

For questions related to Care360 EPCS, please [visit the Care360 eLearning website](#) or call Care360 Support at [1.800.697.9302](tel:1.800.697.9302).

Expanded solution to meet Public Health Reporting Measure (Objective 10) in 2016

We are excited to announce that Care360 now offers expanded solutions to meet the Public Health Reporting Measure^a (Objective 10) in 2016. The measure requires all eligible professionals (EPs) to be in active engagement with a public health agency (PHA) or clinical data registry (CDR) during the 2016 reporting year. Active engagement means that the provider is in the process of moving toward sending “production data” to a PHA and CDR through certified electronic health record technology (CEHRT), except where prohibited and in accordance with applicable law and practice. The EP must meet 2 of these 3 measures.

- **Measure 1** - Immunization Registry Reporting: The EP is in active engagement with a PHA to submit immunization data.
- **Measure 2** – Syndromic Surveillance Reporting: The EP is in active engagement with a PHA to submit syndromic surveillance data.
- **Measure 3** – Specialized Registry Reporting: The EP is in active engagement to submit data to a specialized registry.

The CMS rule requiring additional public health reporting requires new functionality and connections to the third-party registries. The fee to connect to the registries varies based on the specific registry.

Get more information about the Public Health Reporting measure from the Centers for Medicare and Medicaid Services (CMS). To learn more about establishing a specialized registry connection, please **complete this form** or contact our Care360 team at **1.888.835.3409**.

^aAs defined by 42 C.F.R. § 495.22(e)(10)(i)(B)(3) (the “MU SRR Measure”)



Incorporating customer voice into Care360

Our Care360 team is committed to continually enhancing our solutions to further meet your needs. In addition to some existing voice of customer (VOC) avenues and activities, we recently formed a Care360 Customer Advisory Council to help further our commitment to you. The Council is comprised of several Care360 customers throughout the country. Many have been actively involved in pre-product release activities to provide feedback on planned enhancements and workflow improvements. We'll continue to collaborate with our Customer Advisory Council members by incorporating their ideas and insights into action.

If you have an idea that you'd like to share related to Care360 features or functionality, we encourage you to submit it within Care360 (help > give us your feedback).

Reminder. If you are experiencing issues with Care360, please call our helpdesk at **1.800.697.9302, option 1, then option 4** to help expedite resolution.

Help us shape *Care360 News*

As we plan our next issue of *Care360 News*, we'd like to hear from you. Is there a topic you'd like to read about? Do you have a significant milestone you'd like to share? What content will be most meaningful to you as we strive to educate, engage, and collaborate through our newsletter? Please share your ideas at Info@Care360.com.

Stay connected

We continually strive to provide fresh, timely, relevant information in various forms. Stay connected and join the conversation!

- Subscribe to our **Care360 Blog**, where you'll find interesting, thought-provoking articles, current news, and industry resources
- Join the conversation in our **Care360 LinkedIn Group**, where we share ideas and information industry-wide
- Engage with our expanding social network by liking us on **Facebook**
- Receive dynamic content by following us on **Twitter**
- Check out our demos and videos on **YouTube**



Share your Care360 story

You know first-hand how Care360 EHR has enhanced your office workflow and made it easier to manage your patients, increase efficiency, and coordinate care. That is why we are reaching out to those who know our product better than anyone, like you, to share your story and your best practices so that we might share them with colleagues, Care360 users and others.

There are two ways you can share your story:

- **Physician Referral Program.** Share your Care360 EHR experience with your colleagues and for every practice referred to us through this program that signs an EHR contract by December 31, 2016, your office will earn a \$250 credit that can be used towards future product/service purchases (excluding monthly subscription fees). Learn more and fill out the referral form online at Care360.com/Referral.
- **Submit a testimonial.** Share your positive experiences with others. This is a great chance to tell others your story and get exposure for your practice. Your testimonial may be featured on our website, on brochures and more. To submit a brief testimonial, please **fill out the form**.

Share the benefits of Care360 EHR not just with your colleagues, but with us as well. You know what works and we want to listen. We may even ask you to star in an upcoming Care360 EHR video or webinar. We look forward to continuing our partnership with you.

Questions regarding any of these programs can be submitted to Info@Care360.com or by calling **1.888.491.7900**.